

Gift Shop Manager:

Reports to: Executive Director

Oversees: part time gift shop staff, on duty volunteers

- Schedule: Tuesday – Saturday, 9am-5pm, special events and evenings as needed
- Gift Shop duties:
 - Open and close the gift shop and registers, reconcile end of day deposits
 - Restock and reorder merchandise
 - Become fluent in the Altru system for receiving merchandise, updating inventory, updating pricing
 - Adhere to the gift shop ordering budget
 - Introduce new (mission based) items
 - Merchandising in the gift shop to keep a fresh look, assessing layout, and making changes as needed
 - Develop & maintain relationships with vendors and potential vendors
 - Manage the online gift shop through Shopify
 - Update inventory, fulfill and ship orders in a timely manner
 - Assist volunteers and staff on registers
 - Train new volunteers on registers as needed
- Visitor Services duties
 - Available for site matters, engaging with visitors during the day
 - Answer general questions phone line
 - Point of contact for volunteer's concerns about weather, temperature, wind, emergencies, unruly guests, etc.
 - Formally and informally gather visitor feedback about their experiences at the Lighthouse through surveys, comment cards, etc.
 - Continuously develop procedures to better welcome visitors to the Lighthouse and improve volunteer-visitor interactions
 - Make themselves available to visitors to handle visitor complaints, inquiries, and other visitor services tasks on site
 - Assist with major events and programs
 - Cross train on history tours and on-site positions to fill in as necessary
- Membership
 - Work with Development Manager to improve the Membership Program, including increasing membership base, sales incentives, and member events

Qualifications:

- Retail management experience
 - Experience with point-of-sale systems, preferably Altru and Shopify
 - Experience fulfilling online orders and creating shipments
- Enthusiasm for history and museum education
 - Previous tour guide, museum docent or attractions experience preferred
 - Ability to cross train on history tours and on-site positions
- Must have reliable transportation to and from work
- Ability to primarily work weekends, alternate days, evenings, or special events as needed
- Must possess good oral communication & public speaking skills, and politeness & excellent customer service
 - Bi-lingual preferred
- Able to handle emergency situations with calm authority and enforce site's policies
- Interact well with others in a team environment
- Ability to follow instructions and give direction by various means of communication such as phone, two-way radio and computer
- Excellent time management & punctuality, dependability & flexibility
- Professionalism in manner and appearance